#### Commonwealth of Virginia - Department of Health Professions Funeral Inspection Report

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			804-367-4400		Date	Time		Inspection Hours
Name of Funeral Establishment or Branch			□Establishment: License No 0501 □ PENDING Exp:		Exp:			
			☐Branch:	License No 0511		☐ PENDING Exp:		
Street Addre	ess		City		State	ZIP	Telepho	one
					VIRGINIA			
Manager			License No		Expiration Date Fax			
			0502					
Type of Insp		inspection   Change of Owner   Other	(Describe)				Email	
		C = Compliant NC = Not C	Compliant N/A :	Not Applicable o	r Not Reviewed			
		ESTABLISHMEN	NT LICENSE & MAI	NAGER OF RECOR	ED .			
C NC NA	LAW / EGULATION							
	18VAC65-20-50	Each licensee shall post an original or photocopy of his license in a place conspicuous to consumers of funeral services in each establishment or branch where he is employed.						
	18VAC65-20-50	The establishment license shall be posted in a place c	onspicuous to consum	ers of funeral services				
	18VAC65-20-170	Except as provided in §54.1-2810 of the Code of Virginia, every funeral service establishment and every branch or chapel of such establishment, regardless of how owned, shall have a separate manager of record who has responsibility for the establishment as prescribed in 18VAC65-20-171.						
	18VAC65-20-171	The manager of record shall be employed full time by the establishment for at least 40 hours a week.						
			NDARDS FOR EMB	ALMING				
C NC NA	LAW / EGULATION	EMBALMING REPORT & DOCUMENTATION		4 C 1 1	1 ' 1	1 . 1 1 1 1	1 11 4	1 1 1 4
	18VAC65-20-510	Every funeral establishment shall record and maintain a separate, identifiable report for each embalming procedure conducted, which shall at a minimum include the following information:  1. The name of the deceased and the date of death;  2. The date and location of the embalming;  3. The name and signature of the embalmer and the Virginia license number of the embalmer; and  4. If the embalming was performed by a funeral service intern, the name and signature of the supervisor.						
	§54.1-2811.1	A dead human body shall be maintained in refrigeration and shall not be embalmed in the absence of express permission by a next of kin of the deceased or a court order.						
C NC NA	LAW / EGULATION	PREPARATION ROOM REQUIREMENTS						
	18VAC65-20-540	Every funeral service establishment at which embalming of dead human bodies is performed shall have at least one room used exclusively for embalming or preparation of the body.						
	18VAC65-20-540	All functions connected with embalming shall be performed within the preparation room.						
	18VAC65-20-540	The following are required of the preparation room or rooms:						
		1. The walls shall extend floor to ceiling;						
		2. The floor and wall surfaces shall be of a material or covered by a material impervious to water; and						
		3. The material shall extend from wall to wall with all joints tight and sanitary.						
	18VAC65-20-570	The preparation room or rooms shall be kept in a clean and sanitary condition at all times, subject to inspection.						

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STANDARDS FOR EMBALMING					
C NC NA	LAW / EGULATION	CONDITIONS OF PREPARATION ROOM			
	18VAC65-20-570	Inventories of embalming and preparation materials shall be stored in a container and in a manner that makes them impervious to water and protects them from contamination.			
	18VAC65-20-570	Any items or supplies not directly used in an embalming procedure shall not be stored in the preparation room.			
C NC NA	LAW / EGULATION	PREPARATION ROOM EQUIPMENT			
		The preparation room or rooms shall be equipped with:			
	18VAC65-20-580	A ventilation system which operates and is appropriate to the size and function of the room			
	18VAC65-20-580	Running hot and cold water			
	18VAC65-20-580	Flush or slop sink connected with public sewer or with septic tank where no public sewer is available			
	18VAC65-20-580	Metal, fiberglass or porcelain morgue table			
	18VAC65-20-580	Covered waste container			
	18VAC65-20-580	Instruments and apparatus for the embalming process			
	18VAC65-20-580	A means or method for the sterilization of reusable instruments by chemical bath or soak; autoclave (steam); or ultraviolet light			
	18VAC65-20-580	Disinfectants and antiseptic solutions			
	18VAC65-20-580	Clean gowns or aprons, preferably impervious to water			
	18VAC65-20-580	Rubber gloves for each embalmer or intern using the room			
	18VAC65-20-580	An electric aspirator or hydroaspirator equipped with a vacuum breaker			
	18VAC65-20-580	An eye wash station that is readily accessible			
	18VAC65-20-580	A standard first aid kit which is immediately accessible outside the door to the preparation room			
C NC NA	LAW / EGULATION	DISPOSAL OF WASTE MATERIALS			
	18VAC65-20-590	Disposal of all waste materials shall be in conformity with local, state, and federal law and regulations to avoid contagion and the possible spread of disease. Upon inspection, the establishment shall provide evidence of compliance, such as a copy of a contract with a medical waste disposal company.			
		RETENTION OF DOCUMENTS			
C NC NA	LAW / EGULATION	The following retention schedule shall apply to retention of embalming reports, price lists, and itemized statements:			
	18VAC65-20-700	Price lists shall be retained for three years after the date on which they are no longer effective			
	18VAC65-20-700	Itemized statements shall be retained for three years from the date on which the arrangements were made			
	18VAC65-20-700	Embalming reports shall be retained at the location of the embalming for three years after the date of the embalming			
	18VAC65-20-700	Documents shall be maintained on the premises of the funeral establishment and made available for inspection.			
C NC NA	LAW / REGULATION	HANDLING & STORAGE OF HUMAN REMAINS			
	§54.1-2811.1	Upon taking custody of a dead human body, a funeral service establishment shall maintain such body in a manner that provides complete coverage of the body and that is resistant to leakage or spillage, except during embalming or preparation of an unembalmed body for final disposition; restoration and dressing of a body in preparation for final disposition; and viewing during any visitation and funeral service.			
	§54.1-2811.1	If a dead human body is to be stored for more than 48 hours prior to disposition, a funeral services establishment having custody of such body shall ensure that the dead human body is maintained in refrigeration at no more than approximately 40 degrees Fahrenheit or embalmed. A dead human body shall be maintained in refrigeration and shall not be embalmed in the absence of express permission by a next of kin of the deceased or a court order.  NOTE: Guidance Document 65-11 Rev 4-13-10: The Board agreed to accept a 10% variance of the required temperature.			
	§54.1-2811.1	If a dead human body is to be stored for more than 10 days prior to disposition at a location other than a funeral service establishment, the funeral service establishment shall disclose to the contract buyer the location where the body is to be stored and the method of storage.			
	§54.1-2811.1	Funeral services establishments, crematories, or transportation services shall not transport animal remains together with dead human bodies. Further, animal remains shall not be refrigerated in a unit where dead human bodies are being stored.			

DISCLOSURES

C NC NA	LAW / EGULATION	18VAC65-20-630				
		Funeral providers shall make all required disclosures and provide accurate information from price lists pursuant to the rules of the Federal Trade Commission. Price lists shall comply with requirements of the FTC and shall contain the information included in Appendices I, II, and III of this chapter.				
	GENERAL PRICE LIST					
	APPENDIX I	Caption identifying the list as the General Price List.				
	APPENDIX I	Name, address & telephone number of funeral establishment.				
	APPENDIX I	Effective date of the pricelist.				
C NC NA	LAW / EGULATION	SECTION I – GENERAL INFORMATION				
	APPENDIX I	Required Disclosure: "The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected."				
	APPENDIX I	"Certain funeral services may be provided off-premises by other funeral service providers."				
C NC NA	LAW / EGULATION	SECTION II - PROFESSIONAL SERVICES OF FUNERAL DIRECTOR AND STAFF				
	APPENDIX I	Basic Services of Funeral Director and Staff \$				
		"This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)" OR Please note that a fee of \$ for the use of our basic services and overhead is included in the price of our caskets. This same fee shall be added to the total cost of your funeral arrangements if you provide the casket."				
	APPENDIX I	Our services include: (*Note: List what charge for basic services includes)				
	LAW / EGULATION	SECTION III – FUNERAL HOME FACILITIES				
	APPENDIX I	Price list includes charge and description for:  1. Facilities and staff for visitation and viewing  2. Facilities and staff for funeral ceremony  3. Facilities and staff for memorial service  4. Equipment and staff for graveside service				
	APPENDIX I	(*Note: If you have additional charges such as facilities and staff for home/church viewing, or a charge for additional staff per person or through calculation of manhours, etc., add here as extra items. If you have a charge for interment, add here. Describe what charges include.)				
C NC NA	LAW / EGULATION	SECTION IV - EMBALMING				
	APPENDIX I	"Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial.				
	APPENDIX I	Embalming charge for normal and autopsy remains.				
		(*Note: If the cost for embalming is the same for normal and autopsied remains, only one price may be listed)				
C NC NA	LAW / EGULATION	SECTION V - OTHER PREPARATION OF THE DECEASED				
	APPENDIX I	Description and price of other preparation if provided.  (*Note: List below each preparation service that you offer and the price. If you do not charge for other preparation, remove this section.)				
C NC NA	LAW / EGULATION	SECTION VI – IMMEDIATE BURIAL				
	APPENDIX I	Price range for immediate burial and what is included in the charge.				
		(*Note: A price <u>range</u> must be given for this service. Your prices should range from your immediate burial package with container provided by purchaser to your immediate burial package plus your most expensive casket.)				
	APPENDIX I	Our charges include: (*Note: List under each category what the charge includes)  Immediate burial with container provided by purchaser  Immediate burial with lowest priced alternative container  (*Note: If an alternative container is not offered, this line item may be omitted; if an alternative container is offered, include a brief description.)				

C NC NA	LAW / REGULTION	SECTION VII - DIRECT CREMATION		
	APPENDIX I	Price range for direct cremation and what is included in the charge.		
		Note: A price range must be given for a direct cremation. Your prices should range from direct cremation with a container provided by the purchaser to the price for direct cremation plus the highest priced casket acceptable for cremation.		
	APPENDIX I	"State and local laws do not require a casket for direct cremation. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are [specify containers]."		
	APPENDIX I	Describe the services included for each category listed below.  • Direct cremation with container provider by the purchaser.  • Direct cremation with lowest priced alternative container.  (*A price and description for alternative container should be provided)		
C NC NA	LAW / EGULATION	SECTION VIII - TRANSFER OF REMAINS TO FUNERAL ESTABLISHMENT		
	APPENDIX I	Charge and description for transfer of remains to a funeral establishment.		
		(*Note: This is added only when it is <u>not</u> included under professional services. You must explain what this charge includes if listed separately.)		
C NC NA	LAW / EGULATION	SECTION IX - FORWARDING REMAINS TO ANOTHER FUNERAL ESTABLISHMENT		
	APPENDIX I	Charge and description for forwarding remains to another funeral establishment.		
C NC NA	LAW / EGULATION	SECTION X - RECEIVING REMAINS FROM ANOTHER FUNERAL ESTABLISHMENT		
	APPENDIX I	Charge and description for receiving remains from another funeral establishment.		
C NC NA	LAW / REGULATION	SECTION XI - AUTOMOTIVE EQUIPMENT AND SERVICES		
	APPENDIX I	Charge and description for automotive equipment and services  (*Note: Specify a range of miles for local service. If a fee is charged beyond local miles, please specify the fee per mile. The cost of any vehicle that you must rent should be included on the itemized statement as a cash advance item.)  • Use of hearse  • Use of limousine  • Other automotive equipment and services  (*Note: You should provide a description and price for each automotive equipment and service listed.)		
C NC NA	LAW / REGULATION	SECTION XII - FUNERAL MERCHANDISE		
	APPENDIX I	Caskets: Price range and "A complete price list will be provided at the funeral establishment."		
	APPENDIX I	Outer Burial Container: Price range and "A complete price list will be provided at the funeral establishment."		
		"In most areas of the country, state or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."		
	APPENDIX I	Other Funeral Merchandise: (*Note: List all other merchandise that you offer including acknowledgment cards, register book, memorial folders, etc. and include the price.)		
C NC NA	LAW / REGULATION	CASKET PRICE LIST OUTER BURIAL CONTAINER PRICE LIST		
		(If not included in the general Price List)		
	APPENDIX II	Effective date of Casket Price List		
	APPENDIX II	Effective date of Outer Burial Container Price List		
	APPENDIX II	Name, address & telephone number of funeral establishment.		
	APPENDIX II	Caption identifying price list as casket or Outer Burial Container Price list.		
	APPENDIX II	Price Lists include manufacturer, price of casket, and sufficient information to describe the casket, alternative container, or outer burial container.		
	APPENDIX II	Outer Burial Price Container List includes the statement "In most areas of the country, state or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."		

C NC NA	LAW / REGULATION	ITEMIZED STATEMENT OF FUNERAL GOODS AND SERVICES		
	APPENDIX III	Itemized Statement is provided to the party contracting for funeral arrangements.		
	APPENDIX III	Name, address & telephone number of funeral establishment.		
	APPENDIX III	Itemized Statement is signed by Licensed Funeral Director or Funeral Service Provider and party contracting for funeral arrangements.		
	APPENDIX III	"If you selected a funeral that may require embalming, such as a funeral with viewing, you may have to pay for embalming. You do not have to pay for embalming that you did not approve if you selected arrangements such as direct cremation or immediate burial. If we charged for embalming, we will explain why below."		
	APPENDIX III	"We charge you for our services in obtaining:" (List each cash advance item. If you do not charge for your services and do not receive a commission or rebate from the third party, you do not have to use this disclosure.)		
	APPENDIX III	"Charges are for those items that you selected or that are required. If we are required by law or by a cemetery or crematory to use any items, we will explain the reason in writing below:"		
	APPENDIX III	"The only warranty on the casket or outer burial container, or both, sold in connection with this service is the express written warranty if any, granted by the manufacturer. This Funeral Home makes no warranty, express or implied, with respect to the casket or outer burial container."		
C NC NA	LAW / REGULATION	PRENEED RECORDS - GENERAL		
	18VAC65-30-60	Preneed contracts and reporting documents shall be retained on the premises of the establishment for one year after the death of the contract beneficiary		
	18VAC65-30-60	All preneed records shall be available for inspection by the Department of Health Professions.		
	18VAC65-30-60	A funeral home shall keep on file a written verification from the insurance company that the insurance or annuity contract complies with §54.1-2820 B of the Code of Virginia.		
	18VAC65-30-70	A contract provider shall keep a chronological listing of all preneed contracts. The listing shall include the following:  1. Name of contract buyer;  2. Name of contract beneficiary;  3. Date of contract;  4. How contract was funded;  5. Whether up to 10% of funds are retained by the contract provider for contracts funded through trust; and  6. Whether funeral goods and supplies are stored for the contract buyer.		
C NC NA	LAW / REGULATION	PRENEED CONTRACTS		
	18VAC65-30-80	In addition to requirements of §54.1-2820 of the Code of Virginia, the contract shall contain the following:  1. The date of the contract;  2. Whether or not the price of the supplies and services purchased is guaranteed;  3. The appointee agreement when applicable; and  4. Signatures of the contract seller and the contract buyer.		
	§54.1-2820	It shall be unlawful for any person residing or doing business within this Commonwealth, to make, either directly or indirectly by any means, a preneed funeral contract unless the contract:  1. Is made on forms prescribed by the Board and is written in clear, understandable language and printed in easy-to-read type, size and style.  2. Identifies the seller, seller's license number and contract buyer and the person for whom the contract is purchased if other than the contract buyer  3. Contains a complete description of the supplies or services purchased  4. Contains the name, address and telephone number of the Board and lists the Board as the regulatory agency which handles consumer complaints;  5. Provides that any person who makes payment under the contract may terminate the agreement at any time prior to the furnishing of the services or supplies contracted for except as provided pursuant to subsection B of §54.1-2820; if the purchaser terminates the contract within 30 days of execution, the purchaser shall be refunded all consideration paid or delivered, together with any interest or income accrued thereon: if the purchaser terminates the contract after 30 days, the purchaser shall be refunded any amounts required to be deposited under 54.1-2822, together with any interest or income accrued thereon.  6. Provides that if the particular supplies and services specified in the contract are unavailable at the time of delivery, the seller shall be required to furnish supplies and services similar in style and at least equal in quality of material and workmanship and the representative of the deceased shall have the right to choose the supplies or servicions, including but not limited to geographic restrictions or the inability of the provider to perform, on the delivery of merchandise, services or prearrangement guarantee		

C NC NA	LAW / REGULATION	PRENEED CONTRACTS	
	107/4/0/5 20 200	Supplies & Services: If the contract seller will not be responsible for furnishing the supplies and services to the contract buyer, the contract seller shall attach to the	
— — 16 VAC05-30-200		preneed funeral contract a copy of the contract seller's agreement with the contract provider	
	§54.1-2820	Complies with all disclosure requirements imposed by the Board. (Question and answer format required.)	
	18VAC65-30-230		
	18VAC65-30-120	Escrow account: Within five banking days after the day of receipt of any money from the contract buyer and until the time the money is invested in a trust, life insurance,	
	16 V AC03-30-120	or annuity policy, the contract seller or the contract provider shall deposit the money into an escrow account in a bank or savings institution approved to do business in the	
		Commonwealth.	
	18VAC65-30-130	Real Estate	
	10 171005 50 150	1. The preneed contract shall be recorded as an attachment to the deed whereby the real estate is conveyed; and	
		2. The deed shall be recorded in the clerk's office in the circuit court of the city or county in which the real estate being conveyed is located.	
	18VAC65-30-140	Personal Property	
	10 1110 00 00 110	1. Personal property shall be transferred by:	
		a. Actual delivery of the personal property; or b. Transfer of the title to the personal property.	
		2. Within 30 days of receiving the personal property or the title to the personal property, the licensee or person delivering the property shall:	
		a. Execute a written declaration of trust setting forth the terms, conditions, and considerations upon which the personal property is delivered; and	
		b. Record the trust agreement in the clerk's office of the circuit court of the locality in which the person delivering the property is living; or	
		c. Record the preneed contract in the clerk's office of the circuit court of the locality in which the person delivering the property or trust agreement is living provided	
		that the preneed contract sets forth the terms, conditions, and considerations of the trust.	
		States if funds are required to be trusted pursuant to § 54.1-2822, the amount to be trusted, the name of the trustee, the disposition of the interest, the fees, expenses and	
	§54.1-2820	taxes which may be deducted from the interest and a statement of the buyer's responsibility for taxes owed on the interest	
	18VAC65-30-170		
	10 VAC03-30-170	If funds are to be <b>trusted</b> , the following information shall be disclosed in writing to the contract buyer:	
		1. The amount to be trusted;	
		2. The name of the trustee;	
		3. The disposition of the interest;	
		4. The fees, expenses, and taxes which may be deducted from the interest;	
		5. Whether up to 10% is retained by the contract provider; and	
		6. A statement of the contract buyer's responsibility for taxes owed on the interest.	
	18VAC65-30-180	If a <b>life insurance or annuity policy</b> is used to fund the preneed funeral contract, the contract shall contain the following information:	
	10 11 1003-30-100	1. Name of the contract provider;	
		2. Name and funeral license number of contract seller;	
		3. Place of employment of contract seller;	
		4. Name of insurance agent and agent's insurance license number;	
		5. Insurance agent's employer and insurance company represented by insurance agent; and 6. Identification as to whether the insurance agent is a funeral service licensee and, if so, the funeral service license number.	
		o. Identification as to whether the insurance agent is a funeral service ficensee and, if so, the funeral service ficense number.	

<b>Documents:</b> General Price List	☐ Casket Price List	☐ Itemized Statement	Outer Burial Container Price List	Other (Describe)
Comments				
☐ Deficiencies Identified				
_ Denciencies identified				
Signature of Inspector			ignature & Title of Applicant	

This facility has been inspected by an inspector of the Department of Health Professions. The results of the inspection have been noted. I acknowledge that the noted conditions have been deemed by the inspector as not being in compliance and have been explained to me.